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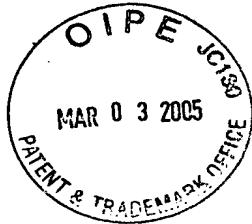
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of:

Hassell, et al.

Serial No.: **09/650,867**

Filed: **August 30, 2000**



Confirmation No.: **2151**

Group Art Unit: **2137**

Examiner: **Schubert, Kevin R.**

TKHR Docket No. **061607-1390**

For: **SYSTEM AND METHOD FOR A TROUBLESHOOTING
PORTAL TO ALLOW TEMPORARY MANAGEMENT
ACCESS TO A COMMUNICATION DEVICE**

RESPONSE TO FIRST OFFICE ACTION

Mail Stop: Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Sir:

The outstanding non-final Office Action mailed *November 29, 2004* (Part of Paper No. 20040928) has been carefully considered. In response thereto, please enter the following amendments in which claims 1, 19, 37 and 47-54 are amended. Claims 1-61 are now pending in the present application. Reconsideration and allowance of the application and presently pending claims, as amended, are respectfully requested.

AUTHORIZATION TO DEBIT ACCOUNT

It is believed that no extensions of time or fees for net addition of claims are required, beyond those which may otherwise be provided for in documents accompanying this paper. However, in the event that additional extensions of time are necessary to allow consideration of this paper, such extensions are hereby petitioned under 37 C.F.R. § 1.136(a), and any fees required therefor (including fees for net addition of claims) are hereby authorized to be charged to deposit account no. 16-0255.